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Case Number: S2423000035

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Symptom/Vehicle Issue: Liftgate Inoperative And Or Intermittently Will Not Open Or Close.

Customer Complaint/Technician Observation: The liftgate latch system may not work or works intermittently. Technician may or may not find diagnostic trouble codes (DTCs) set. B197F-13 Power Liftgate Latch Control 1-Circuit Open

Discussion: Analysis of returned parts has shown latches are being returned with no issues found when inspected and tested. This document may help with additional repair information and avoid over repair. Use this information in addition to any liftgate latch DTC diagnostic steps.

1. Duplicate and verify the customer complaint.
2. Check for DTCs B197F-13. Follow diagnostics for any active codes.
3. If no DTCs exist, or in addition to DTC testing disconnect latch harness connectors and proceed to inspect latch connectors and all male and female terminals connections and review wire connections for the power lift gate module (PLGM). Look for the following conditions.

- Proper connector installation.
- Damaged connector locks.
- Corrosion.
- Other signs of water intrusion.
- Weather seal damage (if equipped).
- Bent terminals.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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- Overheating due to a poor connection (terminal may be discolored due to excessive current draw).
 - Terminals that have been pushed back into the connector cavity.
 - Perform a terminal drag test on each connector terminal to verify proper terminal tension.
4. Repair any conditions that are found.
 5. Reconnect all related component harness connectors. Be certain that all connectors are fully seated and the connector locks are fully engaged. Use the push, push, pull method to ensure connectors are double clicked.
 6. If after performing all the steps above the issue remains as a last step replace the latch.

Validate the functionality of the liftgate latch by performing power open and close cycles.

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